

# PROCESSING COMPLAINTS

 Job Service-related complaints 

Violation of WP administrative regulations (job center staff)	Violation of terms and conditions of job order	Complaints by MSFWs	Alleged discrimination or Violation of employment related law by an employer	Employer in another state or another state agency	Another job center or multiples statewide	Non-Job Service-related	WHAT TO DO
X	X	X	X	X	X	Only MSFW	Complete ETA Form 8429
X	X	X	X	X	X	X	Log the complaint
X	X	X	X	X	X	X	Offer job center services to complainant
X	X	X	X	X	X	Only MSFW	Provide complainant a copy of the complaint form
			X			X	Refer to appropriate enforcement agency
			X				Send letter to referral agency and copy complainant
X	X						Investigate complainant and attempt resolution (TIME LIMITS APPLY – 5 working days for non-MSFWs). Unresolved? Copy file to State Monitor Advocate.
		X		X	X	Only MSFW	Copy File to State Monitor Advocate and copy cover letter to complainant.
					X		Against another job center? Take complaint and send it to office complaint is against.
					X		Against more than one job center? Send complaint to State Monitor Advocate.
							Necessary to follow up with enforcement agency monthly until resolution
			X				Necessary to follow up with enforcement agency quarterly until resolution
X	X		X				Additional written/telephone follow-up necessary until resolution with complainant; inform complainant of status periodically.